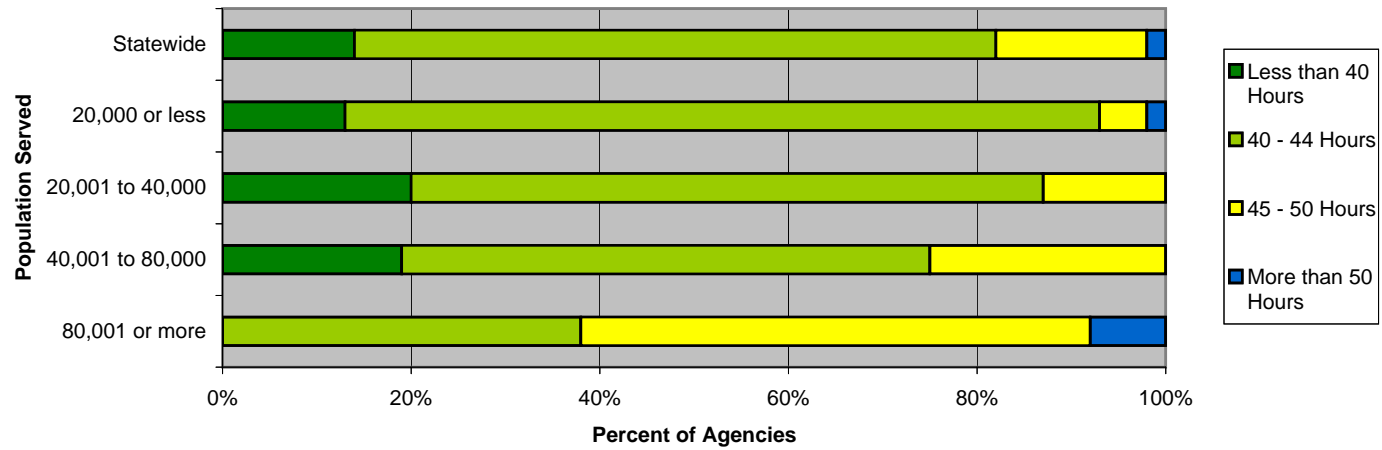
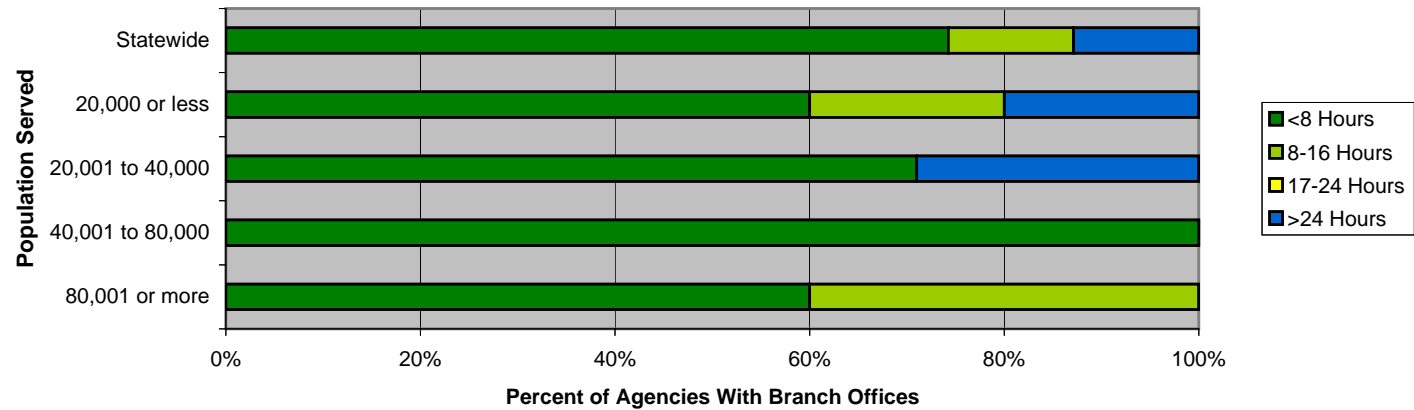


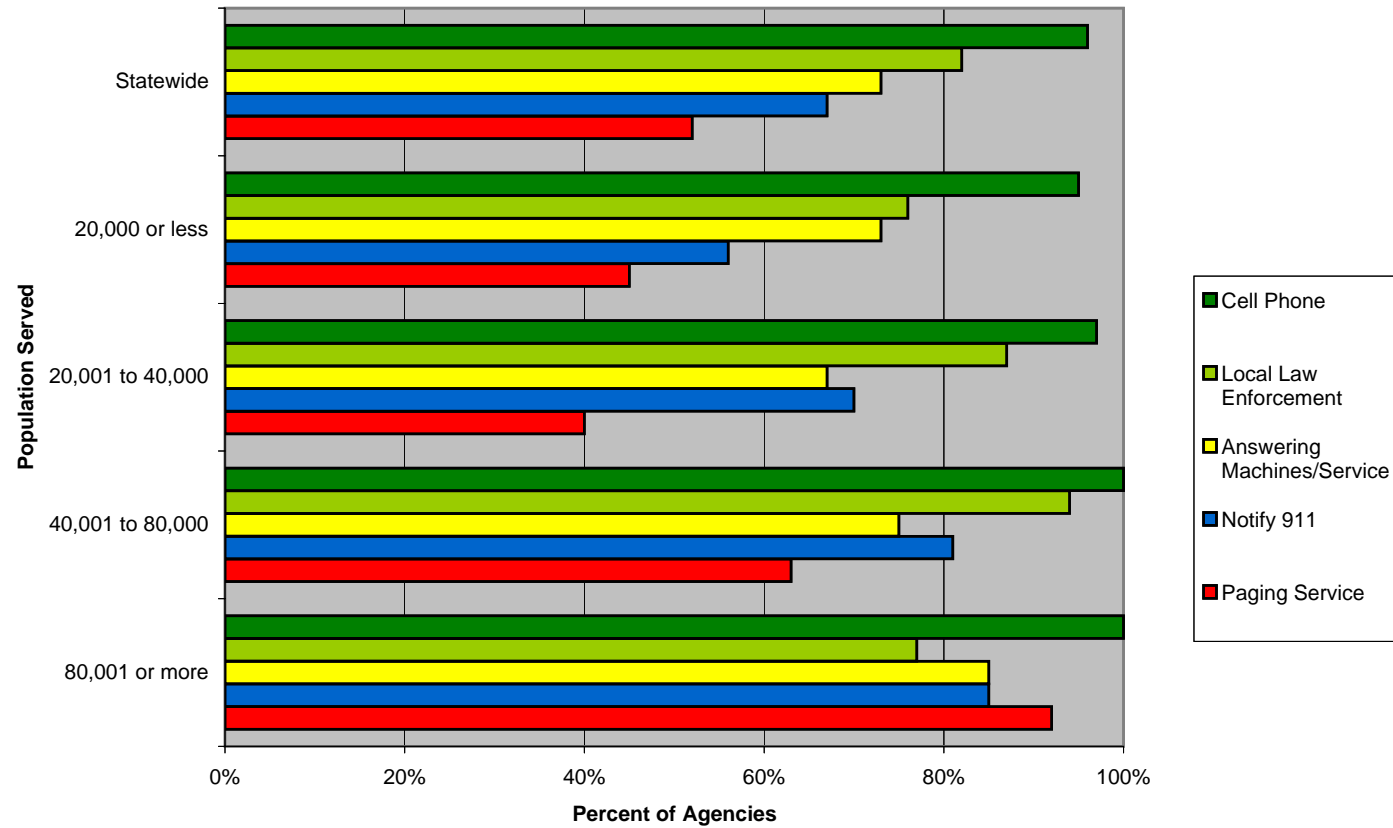
**Hours Per Week Main Facility is Open to Serve Clients - 1.1**



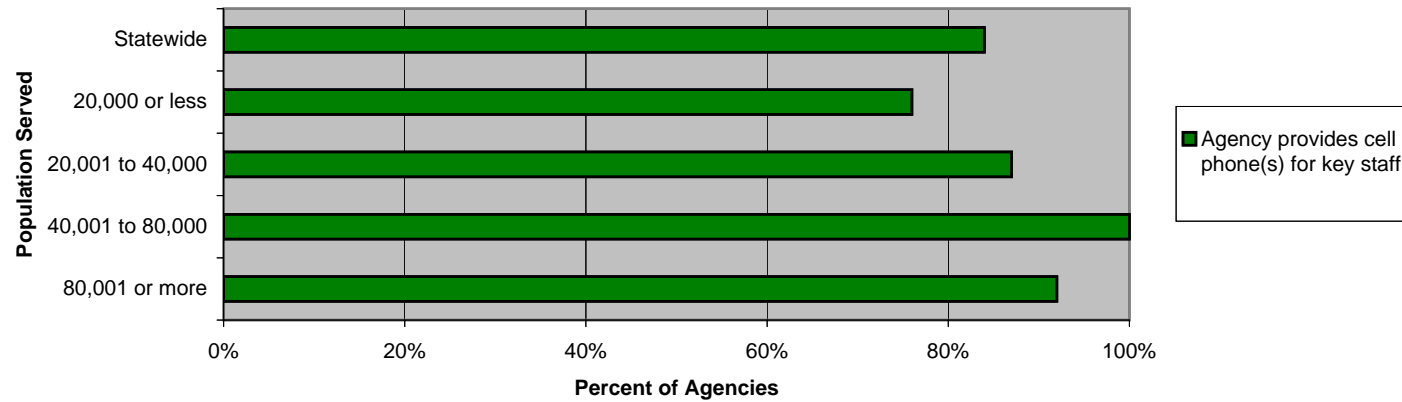
**Hours Per Week Main and Branch Offices Are Open to Clients Other Than 8:00 a.m. - 5:00 p.m. (Reported by 24 Agencies) - 1.2.1**



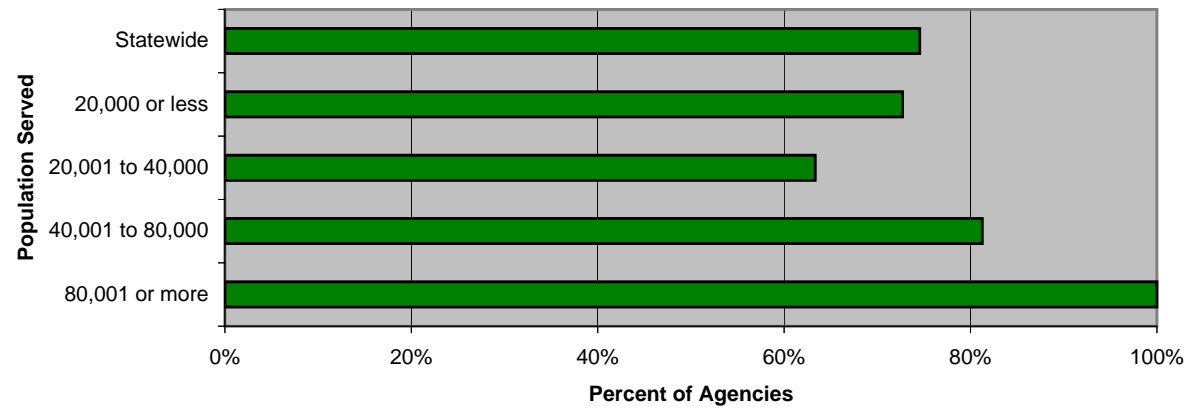
### Systems to Receive and Respond to Emergencies 24/7 - 1.3.1



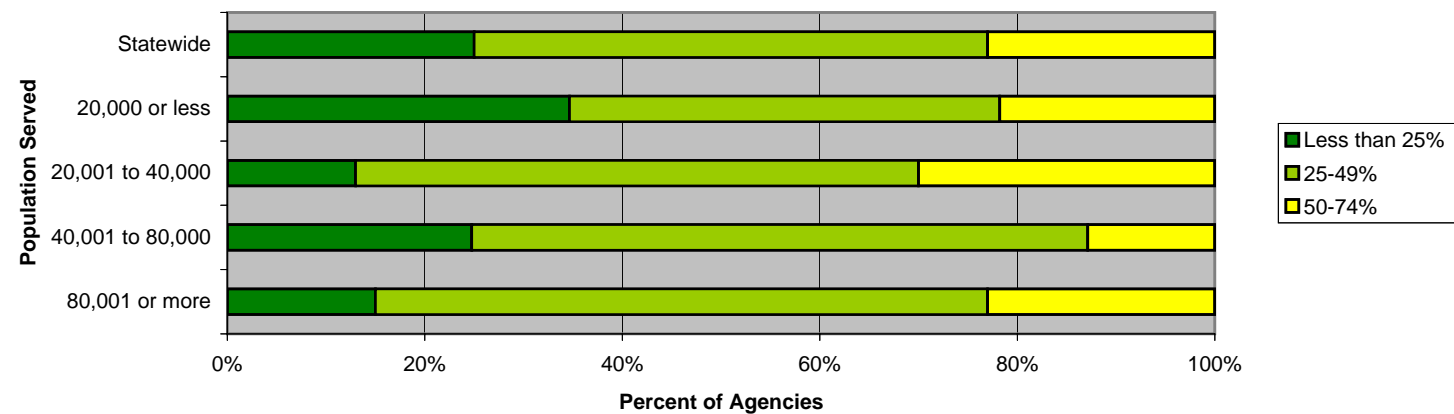
### Agency Provides Cell Phone(s) For Key Staff - 1.3.2.1



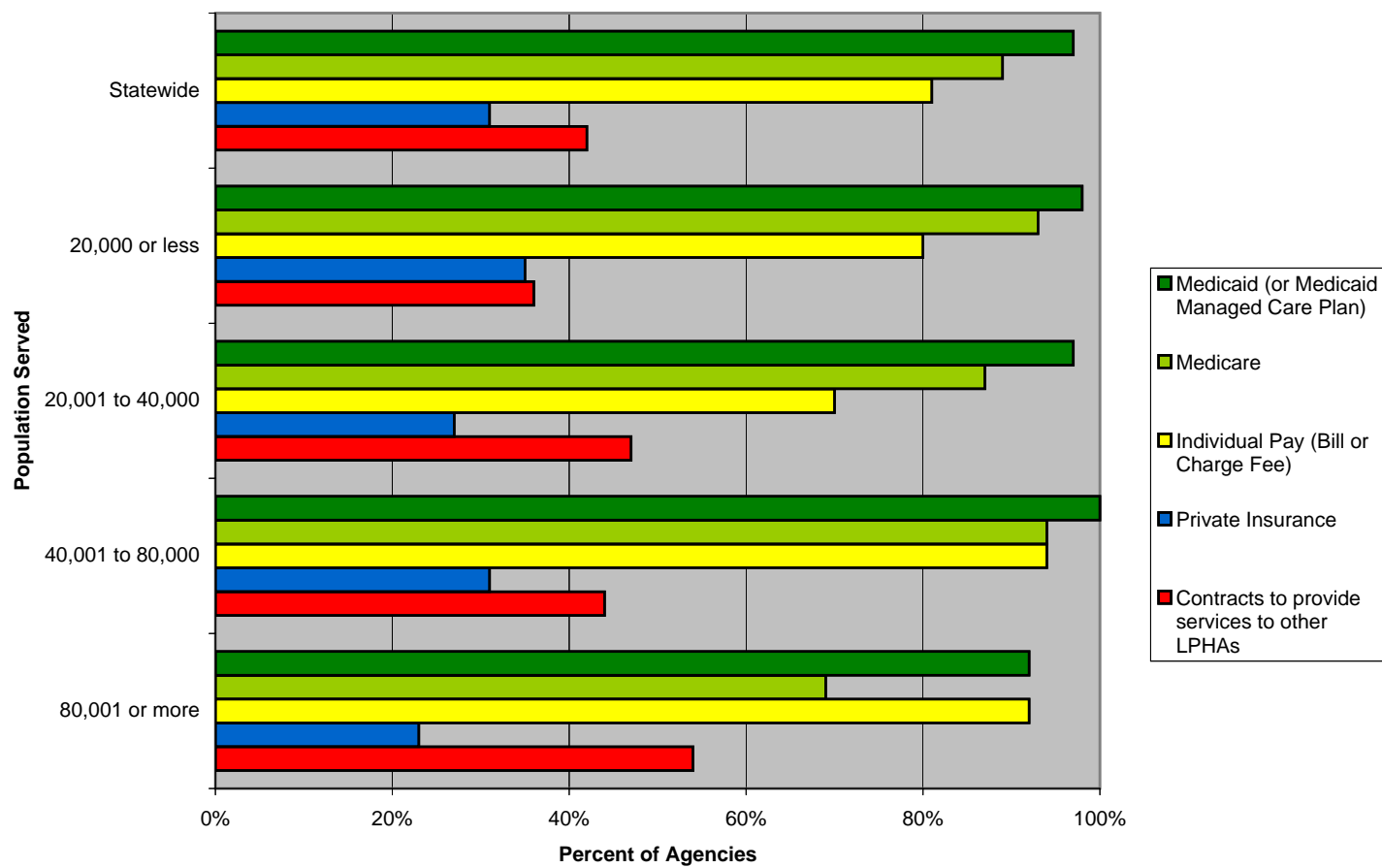
### Agency Has Written Protocols for Staff Response to Calls After Normal Work Hours - 1.4



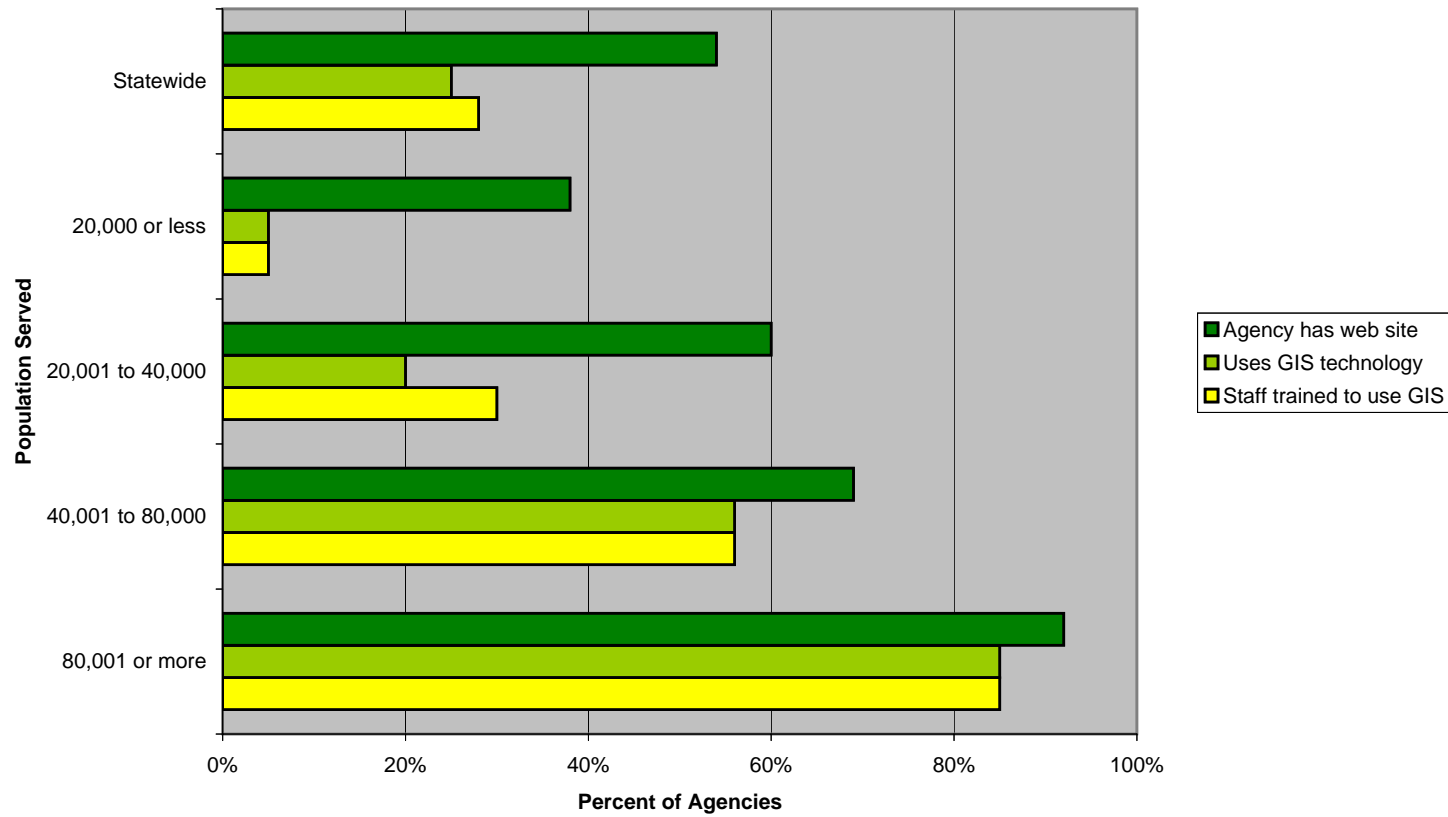
Percent of Agency's Business Conducted Off-Site - 1.5



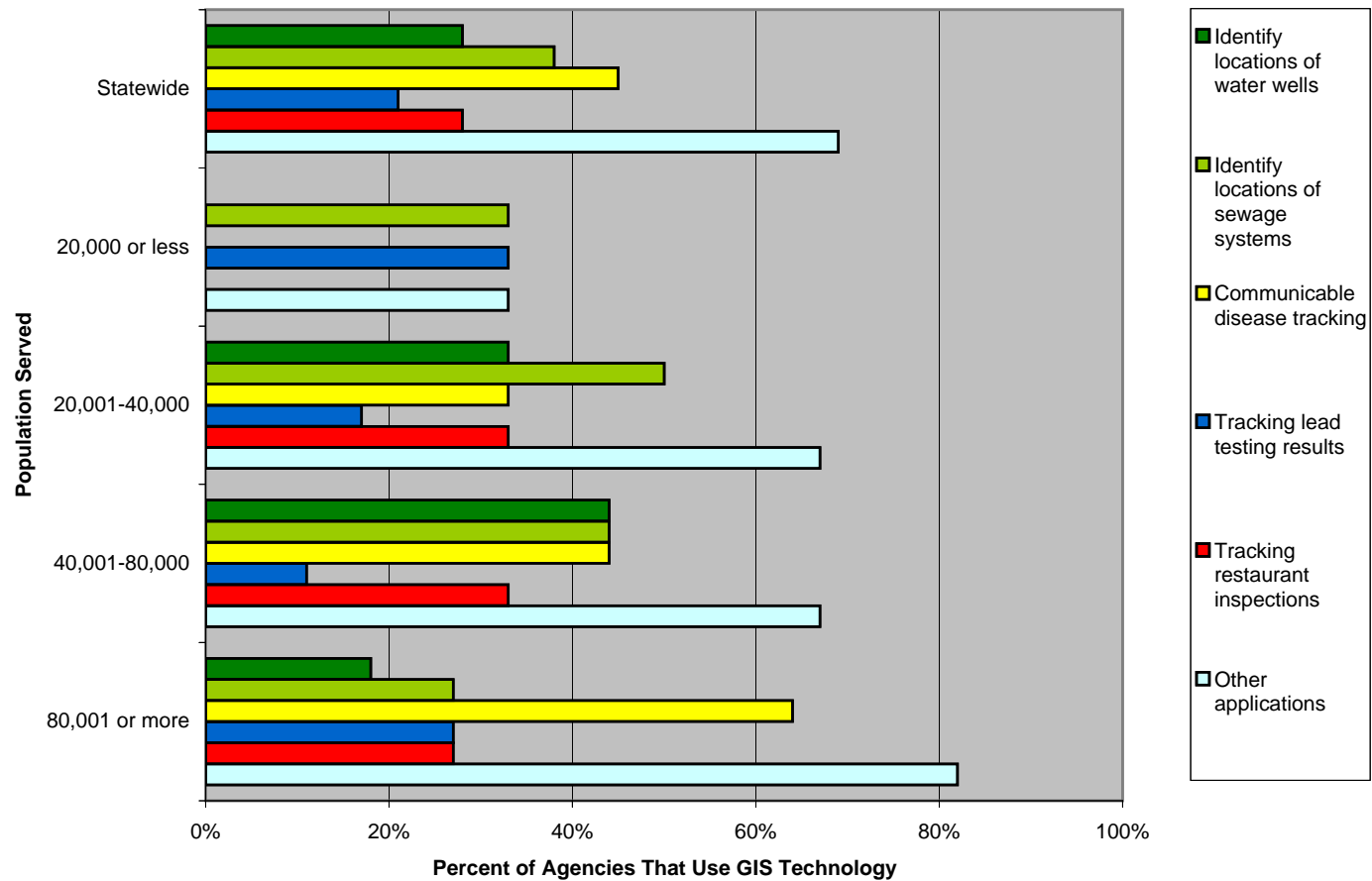
### Agency's Sources of Revenue - 2.1



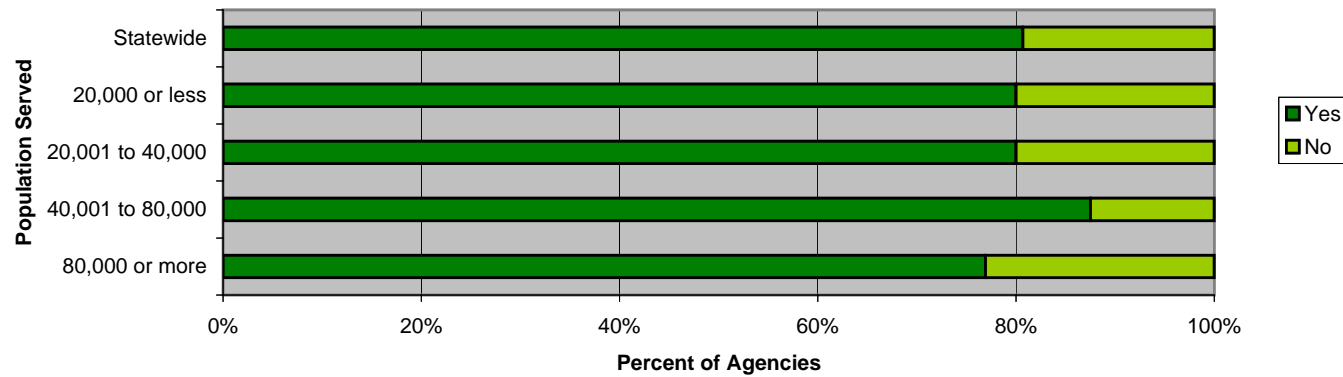
Agency Uses Technology - 3.1.1 thru 3.1.3



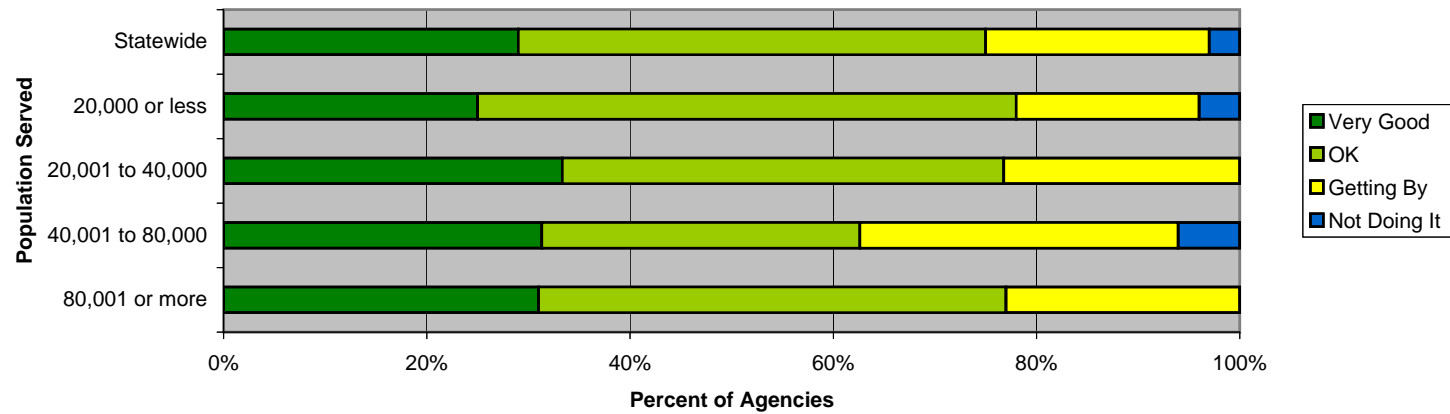
### Agency Uses GIS Technology Reported by 29 Agencies - 3.2.1 thru 3.2.6



### Agency Has Designated Staff Responsible for Quality Improvement - 4.1

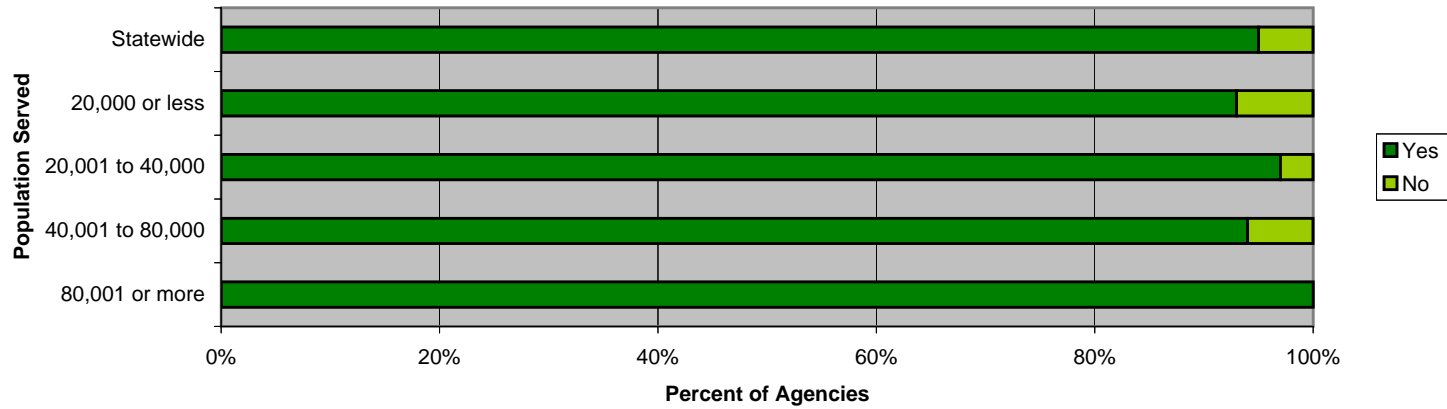


### Agency Capacity to Utilize Quality Management Principles, Methods, and Tools Throughout Organization - 4.2

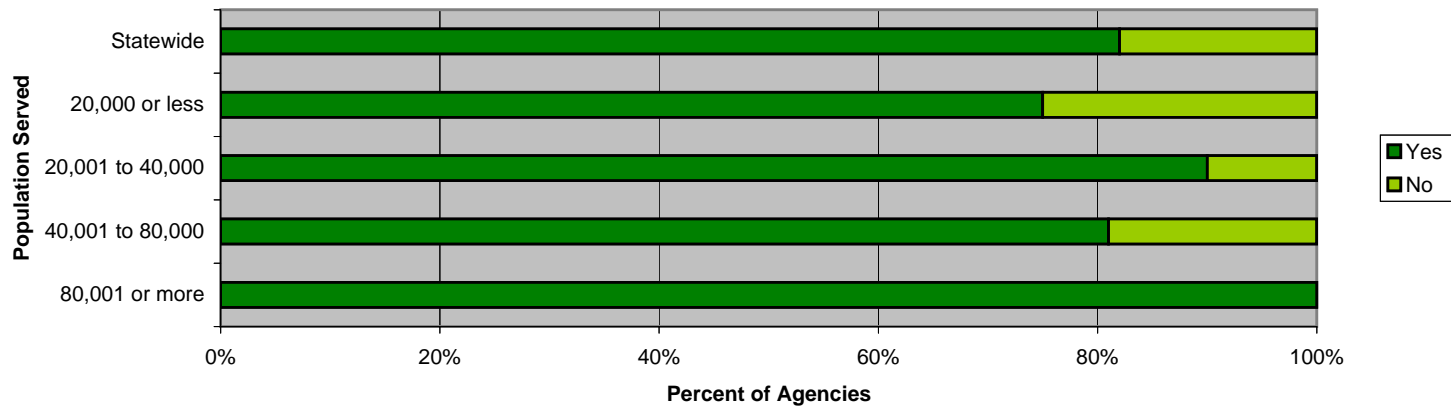




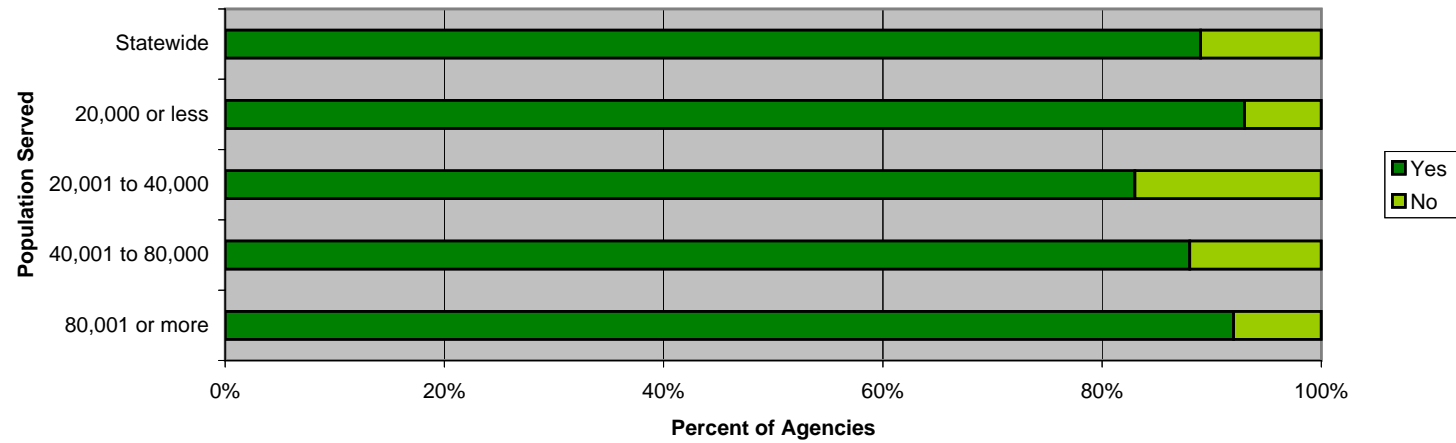
**Agency Evaluates Its Programs to Determine Whether Stated Goals and Outcomes are Being Achieved - 4.3**



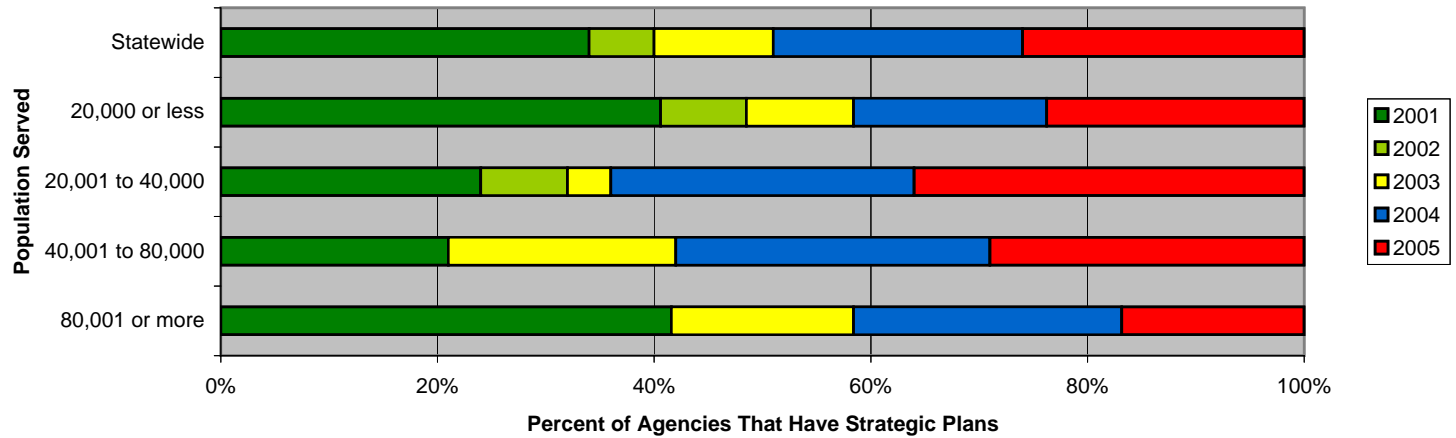
**Agency Incorporates Quality Improvement and/or Customer Service in Employees' Performance Expectations - 4.4**



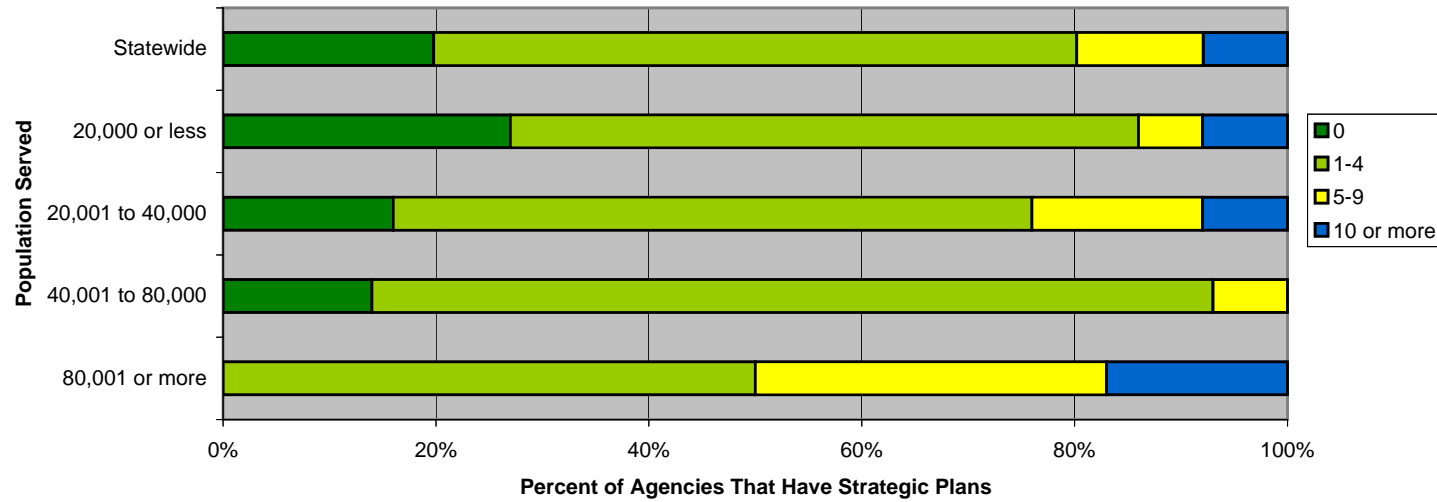
### Agency Has a Strategic Plan - 6.1



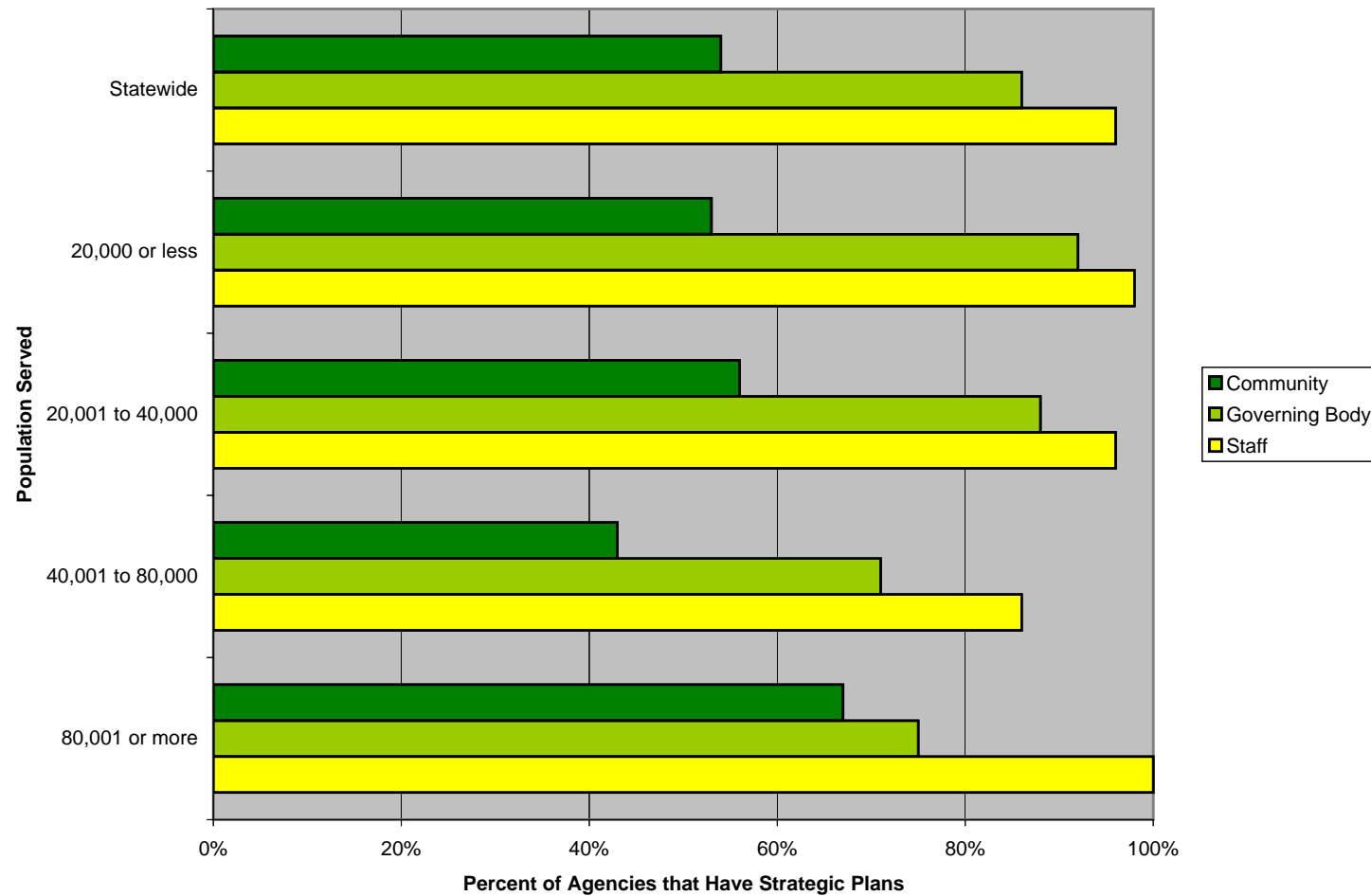
### Agency's Strategic Plan Last Updated - 6.1.1



**Times During a Year Strategic Plan is Used - 6.1.2**



### Who Participates in Developing and Revising Agency's Strategic Plan - 6.1.3



### How Strategic Plan is Used - 6.1.4

